YOU MUST SUBSCRIBE TO YOUR NETWORK PROVIDER'S *CALLER DISPLAY *CALL WAITING AND *CALL MINDER OR 1571 SERVICE BEFORE THESE FEATURES WILL WORK. *A QUARTERLY FEE IS PAYABLE

BT

This equipment is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.

This product is intended for connection to analogue public switched telephone networks and private switchboards in the United Kingdom.

Quartet 3100

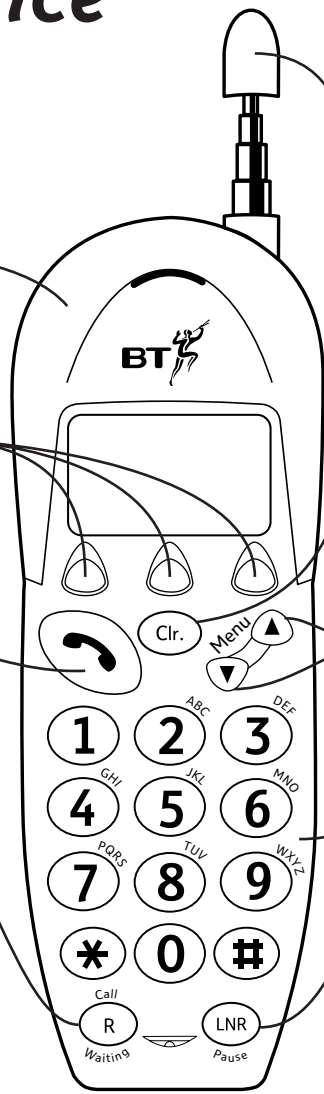
Cordless Telephone

User Guide

Please open this page for an 'at a glance' guide to your Quartet 3100

Please open this page for a further 'at a glance' guide to your Quartet 3100

At a glance



Handset fascias

Can be changed to suit your personal preference, *see page 11.*

Option buttons

Lets you select options within each menu that are shown on the display, *see page 12.*

Talk button

Press to make or receive a call, *see page 12-13.*

Recall/Call Waiting button

For use with a switchboard/PBX and BT Select Services, *see page 41.*

Also allows you to use the Call Waiting feature, *see page 32.*

Aerial

Should be extended to obtain the best signal and reception available, *see page 9.*

Clear button

Use to delete unwanted digits or characters and to exit the menu, *see page 18.*

Up and Down buttons

Use to scroll up and down through the menu options, *see page 3.*

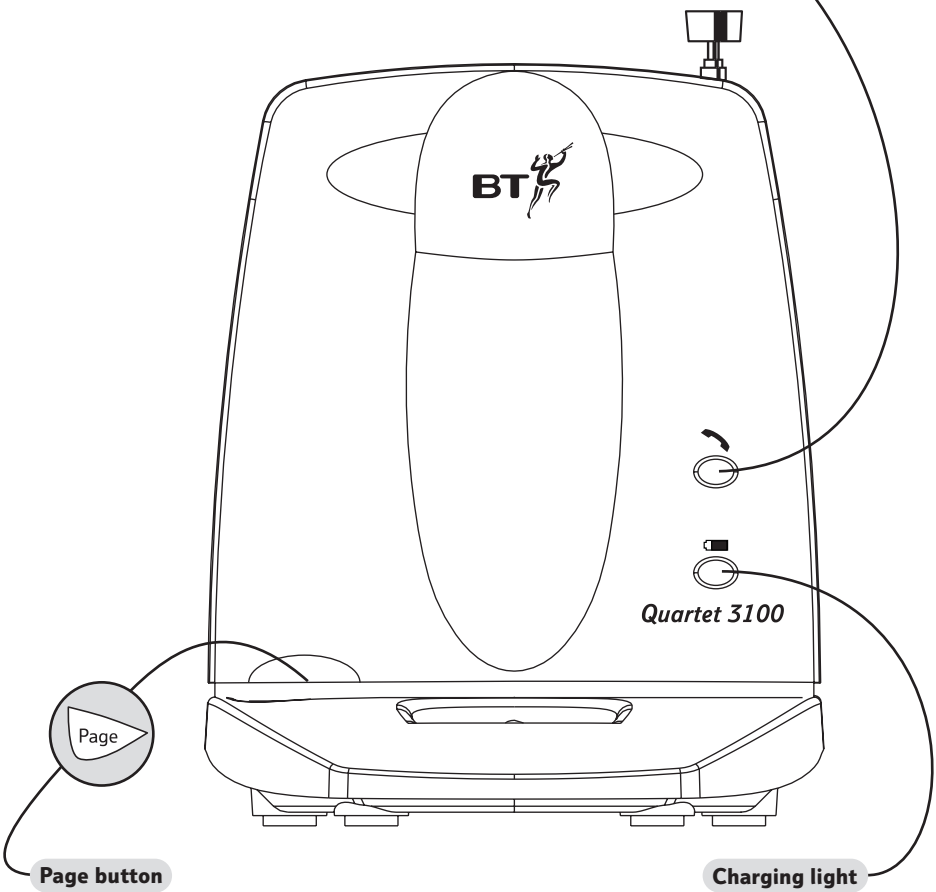
Keypad

Last number redial/ Pause button

Redials up to 5 of the last numbers called, or press to enter a pause in a stored number, *see page 19.*

Power/In use light

Green light comes on when connected to the power supply and flashes when in use.



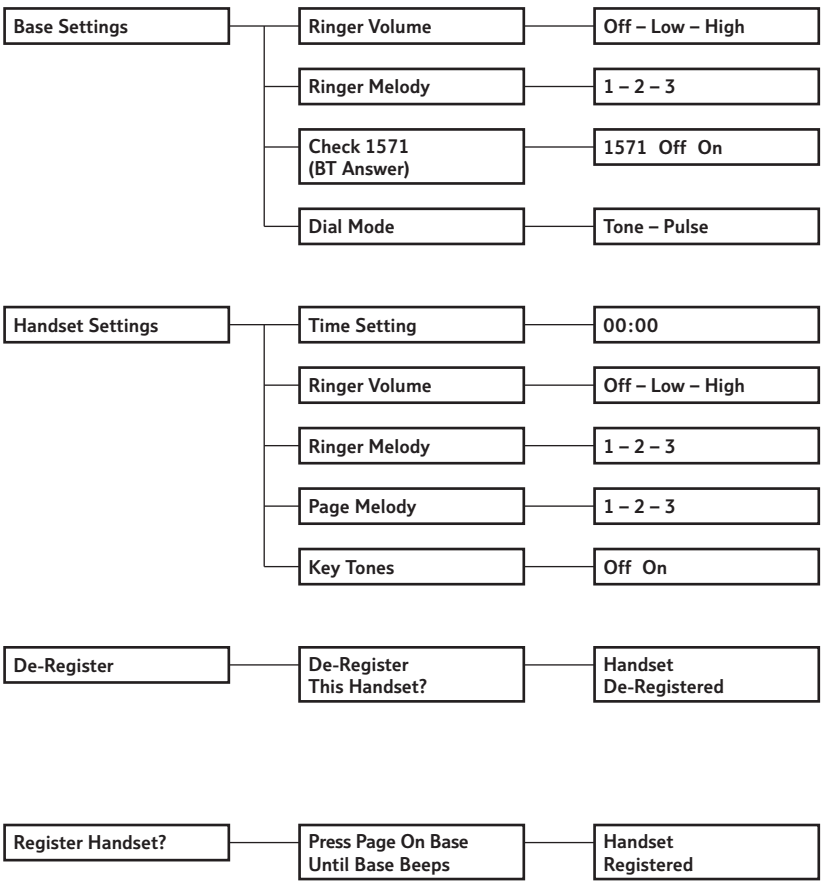
Page button

Press to page the handset, *see page 22*.

Charging light

Red light comes on to indicate charging when the handset is on the base.

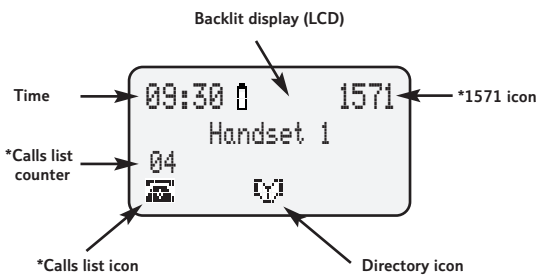
MENU STRUCTURE



Quick guide to handset display icons	
	Battery icon – shows the status of the handset battery.
	Directory icon
*	**Telephone icon** – flashes to indicate that new calls have been received in the Calls list.
*1571	**BT 1571 icon** – indicates that the 1571 voice mail detection feature is switched on. Flashes to indicate new voice mail messages have been received.
	Keypad lock icon – indicates that the keypad lock feature is switched on.

*You must subscribe to your Network Provider's Caller Display and 1571 or Call Minder Service for these features to work.

Standby screen



Quick guide

Quick guide to most commonly used handset settings and functions

Function	Button combination
Answer a call/End a call	
Make a call	
Redial a number from the redial list	LNR, , to scroll through to entry, to dial number displayed.
Store a number in the directory	, New, display shows Enter Name, enter name using keypad, OK, display shows Enter Number, enter the number, Save.
Dial a number in the directory	, , to scroll through to entry, press to dial number displayed.
Adjust the earpiece volume	During a call, press to increase or decrease volume.
Secrecy on/off	During a call, press *and release* Sec to switch ON. Press *and release* Sec again to switch OFF.
Transfer call to another handset	During a call, press Tran, enter handset number to transfer to .
View and dial the Calls list	, to scroll through list, to dial entry displayed press .
Adjust handset ringer volume	or until display shows Handset Settings, OK, display shows Ringer Volume, OK, to select volume required.
Adjust base ringer volume	or until display shows Base Settings, OK, display shows Ringer Volume, OK, to select volume required.

In this guide

Note

There is a detailed Index at the back of this guide, see page 44.

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Note

In this user guide, we've included helpful tips and useful notes. They are shown in a white box like this.

Introduction

Your Quartet 3100 is designed for ease of use and made to the high standards set by BT.

You can expect your Quartet 3100 to provide many years of quality service. Please read the instructions carefully before use and keep this user guide for future reference.

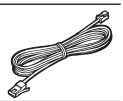
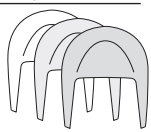
For your records

Date of purchase:
Place of purchase:
Serial number: (on the underside of the base unit)

For guarantee purposes proof of purchase is required, so please keep your receipt.

Unpacking your Quartet 3100

Check that your Quartet 3100 is complete. If anything is missing, please contact your place of purchase immediately.

Quartet 3100 handset.	
Quartet 3100 base unit.	
Power supply unit.	
Telephone line cord.	
3 handset fascias (1 already fitted on the handset)	

HELPLINE

If you have problems with your phone, call the Quartet 3100 Helpline on **0870 6058047**.

Safety information

General

Only use the power supply unit included with the product. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone. The item code for the power supply unit is 872264, as stated on the underside of the base unit.

For the handset use only the approved rechargeable battery pack. Under no circumstances should non-rechargeable batteries be used. Using unapproved batteries will invalidate your guarantee and may damage the telephone.

Radio signals transmitted between the handset and base may cause interference to some hearing aids.

Do not dismantle the handset or base station. This could expose you to high voltages or other risks. Contact the helpline for repairs.Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

Cleaning

Simply clean the handset and base station with a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

Do not expose to direct sunlight.

The product may heat up when the batteries are being recharged. This is normal. However, to avoid damage we recommend that you do not place the product on antique/veneered wood.

Do not expose your product to fire, explosive or other hazardous conditions.

There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord for the duration of the storm.

Setting up

Follow these steps to set up your Quartet 3100 ready for use.

Plan the location

Situate your Quartet 3100 close enough to the mains power socket and telephone socket so that the cables will reach.

Make sure it is at least 1 metre away from other electrical products to avoid interference.

Do not situate the product in the bathroom or other humid areas.

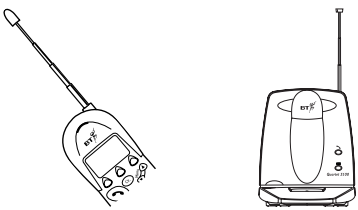
Your Quartet 3100 works by sending and receiving radio signals between the base unit and the handset.

The strength of the signal depends on where you site the base unit and how the aerials are deployed.

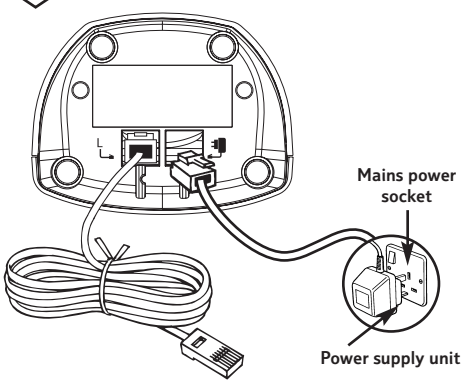
The higher the base unit is located, the better. An upstairs room is ideal.

1 Handset and base aerials

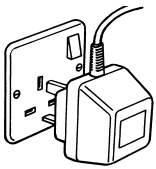
Your Quartet 3100 handset and base use compact aerials which we recommend you pull out to obtain the best signal and reception available.



2 Plug the power supply cord into the socket on the underside of the base unit



3 Connect the base unit power supply to a power socket



The green Power/In use light will come on when the power is switched on.

The power supply unit must remain plugged in all the time.

Note

Do not connect the telephone line cord to the phone socket until the handset is fully charged.

This will prevent the risk of the phone being answered before the batteries are charged, which may prevent them from reaching maximum capacity.

4 Charge the handset

Your handset comes with a rechargeable battery pack pre-installed but the battery pack will need charging.

When you first use your Quartet 3100, the rechargeable battery in the **handset needs charging for 24 hours**.

Place the handset on the base unit, ensuring the contacts are touching.

The red **CHARGING** light will come on.

The charging light will remain constantly lit while the handset is placed on the base unit, even when the handset batteries are fully charged.

Note

When fully charged and in good condition, the handset will provide up to 7 hours talktime or 72 hours standby.

If you are making a call and the handset battery is running low you will hear a warning tone every 10-15 seconds.

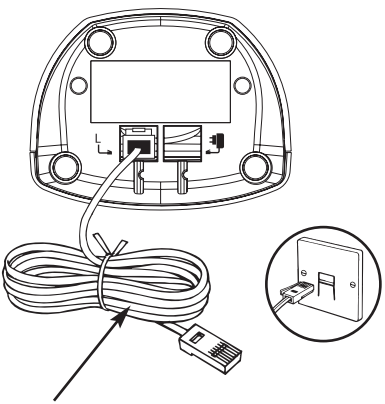
Place the handset on the base unit to recharge.

However, the charge capacity of rechargeable batteries will reduce with time as they wear out, so reducing the talk/standby time of the handset. Eventually they will need to be replaced. New batteries can be obtained from the Helpline. Please see page 39 for instructions on how to install a new battery pack.

Note (cont)

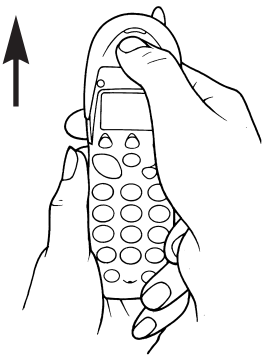
To get the longest possible life from your battery, leave the handset off the base unit for a few hours each day.

5 When the handset has been charged for 24 hours plug the line cord into the telephone wall socket



6 Changing your handset fascias

There are 3 removeable handset fascias to choose from (one is fitted already on the handset). Press in the centre of the fascias and slide upwards to take off.



To put a new fascia on, slide the fascia down onto the handset making sure that it clips into place securely.

Your Quartet 3100 is now ready for use.

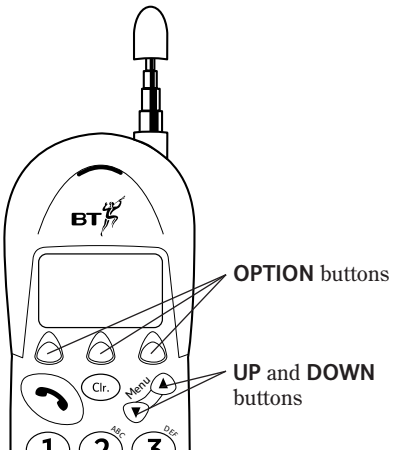
Helpline

If you have any difficulties setting up your Quartet 3100 please call the Helpline on **0870 6058047**.

Note

You can set the time on your Quartet 3100 handset display, please refer to page 25 for instructions.

Using your Quartet 3100



Your Quartet 3100 has a menu driven display. The **UP** and **DOWN** buttons allow you to scroll through the menu and the **OPTION** buttons below the display allow you to select options within each menu.

Note

To quit a menu at any time, press the **CLEAR** *button. This will take you back one step. To return to the standby screen keep pressing the* **CLEAR** *button.*

Making and receiving calls

To make an external call

Lift the handset off the base unit.

Press the **TALK** button.

The green In Use light on the base unit begins to flash and the handset display will show the icon while it is in use.

Listen for the dialling tone.

Dial the number you want.

Preparatory dialling

First enter the number to be dialled. The number is shown on the display. If you make a mistake, press the **CLEAR** button to remove any incorrect digits.

If you have entered the number correctly, press the **TALK** button to dial the number. The display will show Calling.

Call timer

Your handset will automatically time the duration of all external calls. The handset display shows the call duration both during your call and for a few seconds after it is completed.

To end a call

Press the **TALK** button.

Or

Replace the handset on the base unit.

Note

*An **Inductive Coupler** has been built into the handset to improve sound quality for people using hearing aids. Switch your hearing aid to T and adjust the position of the handset until you get the best reception.*

To receive a call

When the phone rings:

The handset display will show EXTERNAL CALL or if you have subscribed to a Caller Display Service it will show your caller's telephone number or name if you have stored it in your directory (unless the number has been withheld or is an international number).

If your handset is on the base unit, simply pick it up to answer the call.

Or

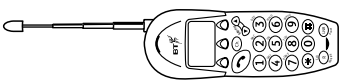
If your handset is off the base unit, press the **TALK** button.

Note

*The **handset range** is up to 250 metres from the base unit in ideal conditions. The stated range of this product is measured in open field conditions. Walls, ceilings and metal structures will reduce the maximum range.*

If you start to go out of range while using the phone, you will hear warning beeps. Move closer to the base unit. If you do not move back into range your call may be disconnected. You can check if you are in (or out of) range by pressing the Clr. button and then the 0 button when you are in standby mode. The display will show either IN RANGE *or* OUT OF RANGE *for a few seconds.*

Note



Your Quartet 3100 handset uses a telescopic aerial that should be pulled out when on a call to obtain the best signal and reception available.

To select an alternative channel during a call

Your Quartet 3100 automatically scans the available radio channels and selects the best quality reception to use.

CHAN

If you experience interference during a call, press the **CHAN** options button.

Your caller will momentarily be placed on hold. The display will flash Seeking Channel and your handset will select an alternative channel and then return to your caller.

Clr.

To cancel channel seeking at any time, press the **CLEAR** button.

To adjust the earpiece volume

During a call you can adjust the volume of the handset receiver. The earpiece volume will remain at the volume level you set until you adjust it again.

During a call:

Press the **UP** or **DOWN** button to increase or decrease the earpiece volume.

The display will show the current volume setting, e.g.

■■■□□

As you increase or decrease the volume the boxes will show the volume level.

VOLUME
■■■■■ = Maximum

VOLUME
■□□□□ = Minimum

Secrecy/Music on hold

When on a call you can talk to someone in the same room without your caller hearing.

To switch Secrecy on and off

To switch on during a call:

SEC

Press *and release* the **SEC** option button.

The display will flash Secrecy and your caller will be put on hold. Both you and your caller will hear music until the **SEC** options button is pressed again.

You can now talk to someone in the same room without your caller hearing you.

To switch off during a call:

SEC

Press *and release* the **SEC** option button again to return to your caller.

50 Name and Number Directory

You can store fifty of your most frequently used names and telephone numbers in the directory. Please note that numbers can be no longer than 20 digits and names no longer than 13 characters.

To store a name and number in the directory

Press the **DIRECTORY** option button.

NEW

Press the **NEW** option button.

The display will show `Enter Name` and the cursor will flash underneath.

Enter the name using the letters on the keypad buttons.

Note

You can change between upper and lower case by pressing the `A-a` *option button and enter a space between characters by pressing the* **1** *button twice. You can also use the* ✱, **#** *and* **1** *buttons for other punctuation characters.*

For example, if you wish to enter the name TOM:

To enter the letter T, press the **8** button. The cursor will automatically move to the right.

To enter the letter O, press the **6** button *three times.*

To enter the letter M, press the **6** button.

If you enter a character incorrectly use the **CLEAR** button to delete it and then enter the correct character.

OK

When you have entered the name correctly, press the **OK** option button to confirm.

The display will show `Enter Number` and the cursor will flash underneath.

Enter the telephone number you want to store.

If you enter a digit incorrectly use the **CLEAR** button to delete it and then enter the correct digit.

SAVE

When you have entered the number correctly, press the **SAVE** option button to confirm.

The display will show `Entry Saved` and then show the name and number you have entered.

Clr.

Press the **CLEAR** button until you return to the standby screen.

Please note that you **MUST** enter a name and a number, if you do not your entry will not be stored and the display will show `Error`. The display will then return to the number entry field.

Note

Stored numbers can include switchboard and network services that use the ✱ and # buttons as well as PAUSE and RECALL functions.

To enter a pause in a directory number, press the LNR Pause *button.*

To view and dial a name and number in the directory

Press the **DIRECTORY** option button.

The first entry in the directory will be displayed (if there are no entries in the directory the display will show `Directory Empty`).

Use the **UP** or **DOWN** button to scroll through the directory to find the entry you want.

Or

To search alphabetically, press the relevant keypad number, for example to find `TOM`, press the **8** button and scroll through the entries under `T`.

When the entry you want is displayed, press the **TALK** button to dial the number.

To edit a name and number in the directory

Press the **DIRECTORY** option button.

The first entry in the directory will be displayed.

Use the **UP** or **DOWN** button to scroll through the directory to find the entry you want to edit.

EDIT Press the **EDIT** option button.

The display will show `Edit Name` and the name will have a cursor flashing after it.

Press the **CLEAR** button to delete it.

Enter the new character(s) using the letters on the keypad buttons.

OK Press the **OK** option button to confirm.

The display will show `Edit Number` and the number will have a cursor flashing after it.

Press the **CLEAR** button to delete all unwanted digits.

Enter the new digit(s).

SAVE Press the **SAVE** option button to confirm.

The display shows `Entry Saved`.

Press the **CLEAR** button until you return to the standby screen.

To delete a name and number in the directory

Press the **DIRECTORY** option button.

The first entry in the directory will be displayed.

Use the **UP** or **DOWN** button to scroll through to the entry you want to delete.

DEL Press the **DEL** option button.

The display will show `Delete Entry?`

DEL Press the **DEL** options button to confirm. (If you decide not to delete, press the **SAVE** options button.)

The display will show `Entry Deleted` and you will hear a confirmation beep.

Press the **CLEAR** button until you return to the standby screen.

Redial

Your handset automatically saves the last 5 telephone numbers dialled into a redial list. You can then redial any of the last 5 numbers called, or copy numbers from the list into the directory, or delete them from the redial list.

To automatically redial the last number called

Press the **TALK** button and wait for the dialling tone.

Press the **LNR** button.

The last number you called will be shown on the display and dialled automatically.

To redial a number from the redial list

Press the **LNR** button.

The last number you called will be shown on the display (if you have this number stored in your directory the name associated with it will also be shown).

Use the **UP** or **DOWN** button to scroll through the redial list to the number you require.

Press the **TALK** button when the number you want to redial is displayed.

The number will be dialled automatically.

To copy a number from the redial list to the directory

Note

You will not be able to copy a number in the redial list to the directory if the directory is already full. If you try to, the display will show `Directory Full`. *You will need to delete a number in the directory first, see page 18.*

LNR Pause

Press the **LNR** button.

The last number you called will be shown on the display.

Use the **UP** or **DOWN** button to scroll through the redial list to the number you require.

COPY Press the **COPY** option button.

The display will show `Enter Name`.

Enter a name using the keypad (as shown on page 16, *"To store a name and number in the directory")*.

OK Press the **OK** option button.

The display will show `Enter Number`.

Clr. Edit the number if you need to by pressing the **CLEAR** button to delete any unwanted digits.

SAVE Press the **SAVE** options button to confirm.

The display will show `Entry Saved`.

Clr. Press the **CLEAR** button until you return to the standby screen.

To delete a number from the redial list

Press the **LNR** button.

The last number you called will be shown on the display.

Use the **UP** or **DOWN** button to scroll through the redial list to the number you require.

DEL

Press the **DEL** option button.

The display will show `Delete Entry?`

(If you decide not to delete the number, press the **SAVE** options button.)

DEL

Press the **DEL** option button to confirm.

The display will show `Entry Deleted`.

Press the **CLEAR** button until you return to the standby screen.

To delete all numbers from the redial list

Press the **LNR** button.

The last number you called will be shown on the display.

DEL

Press *and hold* the **DEL** option button for 3 seconds.

The display will show `Delete Whole Redial List?`
(If you decide not to delete all numbers, press the **SAVE** option button).

DEL

Press the **DEL** option button to confirm.

The display will show `Redial List Deleted`.

Paging

You can page the handset from the base unit to alert a handset user that they are wanted or to locate a missing handset. However, paging calls cannot be answered by a handset.

To page the handset

Press the **PAGE** button on the base unit.

The handset(s) will ring. (The base unit will also ring to confirm paging is working.)

You can stop paging at any time by pressing the **PAGE** button on the base unit or any button on the handset(s).

(If you press the **TALK** button you will stop the paging but will also seize the line. Press the **TALK** button *a second time* to clear the line.)

Paging will continue to ring for approximately one minute. If the paging is not answered after this time your handset will return to standby.

Base settings

To adjust the base ringer volume

The base has 3 ringer volume settings: Off, Low and High. The default setting is High.

Press the **UP** or **DOWN** button until the display shows Base Settings.

OK

Press the **OK** options button.

The display shows Ringer Volume.

OK

Press the **OK** option button.

The current ringer volume setting will be highlighted.

Use the **UP** or **DOWN** button to highlight which volume setting you require: Off, Low or High. You will hear a sample ring for the High or Low settings.

OK

Press the **OK** option button to confirm.

You will hear a confirmation tone.

Clr.

Press the **CLEAR** button until you return to the standby screen.

To change the base ringer melody

The base has 3 ringer melodies to choose from: 1, 2 and 3.

Press the **UP** or **DOWN** button until the display shows Base Settings.

OK

Press the **OK** options button.

Press the **UP** or **DOWN** button until the display shows Ringer Melody.

OK

Press the **OK** option button.

The current melody will be highlighted.

Use the **UP** or **DOWN** button to highlight which melody you require: 1, 2 or 3. You will hear a sample melody on each press.

OK

Press the **OK** options button to confirm.

You will hear a confirmation tone.

Press the **CLEAR** button until you return to the standby screen.

Handset Settings

To lock or unlock the keypad

You can lock the keypad so that it cannot be used accidentally while carrying it around.

IMPORTANT

If the keypad is locked you will **NOT** be able to dial the emergency numbers **999** and **112**.

Clr. Press the **CLEAR** button.

✱ Press the ✱ button. The keypad is now locked.

The display will show the 🔑 icon.

(If you press any button now, the display will show, `Press Clr Then * To Unlock Keys`.

Clr. ✱ To unlock the keypad, press the **CLEAR** button and then the ✱ button again. The 🔑 icon will disappear and the clock will return.

To set the time

▲ ▼ Press the **UP** or **DOWN** button until the display shows `Handset Settings`.

OK Press the **OK** option button.

The display will show `Time Setting`.

OK Press the **OK** option button.

The first digit will be flashing.

Enter the current time in 24 hour format, e.g. `09:24`.

OK Press the **OK** option button to confirm.

You will hear a confirmation tone.

Clr. Press the **CLEAR** button until you return to the standby screen.

Note

If you subscribe to a Caller Display Service from your Network Provider the time will be set when you receive your first call.

To adjust the handset ringer volume

The handset has 3 ringer volume settings: Off, Low and High. The default setting is High.

Press the **UP** or **DOWN** button until the display shows `Handset Settings`.

OK

Press the **OK** option button.

Press the **UP** or **DOWN** button until the display shows `Ringer Volume`.

OK

Press the **OK** option button.

The current ringer volume setting will be highlighted.

Use the **UP** or **DOWN** button to highlight which volume setting you require: Off, Low or High. You will hear a sample ring for the High or Low settings.

OK

Press the **OK** option button to confirm.

You will hear a confirmation tone.

Press the **CLEAR** button until you return to the standby screen.

To change the handset ringer melody

The handset has 3 ringer melodies to choose from: `1`, `2` and `3`.

Press the **UP** or **DOWN** button until the display shows `Handset Settings`.

OK

Press the **OK** options button.

Press the **UP** or **DOWN** button until the display shows `Ringer Melody`.

Press the **OK** option button.

The current melody will be highlighted.

Use the **UP** or **DOWN** button to highlight which melody you require: 1, 2 or 3. You will hear a sample melody on each press.

OK

Press the **OK** option button to confirm.

You will hear a confirmation tone.

Press the **CLEAR** button until you return to the standby screen.

To change the handset page melody

The handset has 3 page melodies to choose from: 1, 2 and 3.

Press the **UP** or **DOWN** button until the display shows `Handset Settings`.

OK

Press the **OK** option button.

Press the **UP** or **DOWN** button until the display shows `Page Melody`.

OK

Press the **OK** option button.

The current melody will be highlighted.

Use the **UP** or **DOWN** button to highlight which melody you require: 1, 2 or 3. You will hear a sample melody on each press.

OK

Press the **OK** option button to confirm.

You will hear a confirmation tone.

Press the **CLEAR** button until you return to the standby screen.

To switch the handset key tones ON or OFF

Press the **UP** or **DOWN** button until the display shows `Handset Settings`.

OK

Press the **OK** options button.

Press the **UP** or **DOWN** button until the display shows `Key Tones`.

OK

Press the **OK** option button.

The current setting will be highlighted.

ON
OFF

Press either the **OFF** or **ON** options button.

You will hear a confirmation tone if you switch the key tones ON.

Clr.

Press the **CLEAR** button until you return to the standby screen.

Note

Please note that if you switch the handset key tones off, you will not hear any confirmation tones when altering the Quartet 3100 settings.

BT Select Services

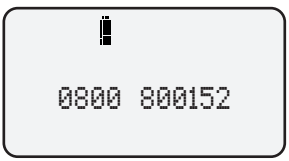
Caller Display

IMPORTANT

To use Caller Display you must first subscribe to the service from your Network Provider. A quarterly fee is payable. For more information on BT's Select Services call BT free on **0800 800 150**.

If you have subscribed to your Network Provider's Caller Display Service, you will be able to see your caller's number on your handset display (provided it is not withheld) prior to answering the call.

For example, your handset display will look like this:



If you have your caller's name and number stored in the directory you will see the name on the display instead.

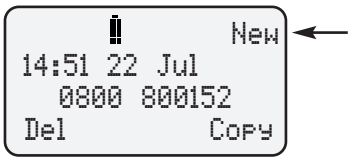
Note

It may take a couple of seconds for the display to show the telephone number or name for an incoming call. The display will initially display `External` *followed by the number.*

Calls list

The Calls list holds up to 30 telephone numbers and they are stored in the order they were received. The caller's details are stored in the Calls list whether you answered the call or not. If a call is received when the list is full, the oldest entry will be deleted automatically.

When a new call is received in the Calls list the ☎ icon will flash on the display and the calls counter above the ☎ icon will show how many new calls you have received. You need to press the ☎ option button to enter the Calls list.



New icon indicates that there are new unviewed calls in the list.

When the display shows NEW after the time and date it means that it is a new call that has not been viewed yet. When all new calls have been viewed NEW will disappear and the call counter on the standby screen will return to 0.

You can view, scroll through, dial and delete numbers in the list and copy numbers to the directory.

To view and dial a number in the Calls list

Press the **CALLS LIST** option button.

The most recently received number or name will be shown.

Use the **UP** or **DOWN** button to scroll through the list.

To dial a number in the list, press the **TALK** button when the number you require is displayed.

The number will be dialled automatically and the display will show Calling.

To copy a number in the Calls list to the directory

Press the **CALLS LIST** option button.

The most recently received number will be shown.

Use the **UP** or **DOWN** button to scroll through the list to the number you want to copy.

COPY Press the **COPY** option button.

The display will show Enter Name.

Enter a name using the keypad (as shown on page 16, *"To store a name and number in the directory"*).

OK Press the **OK** option button.

The display will show Enter Number.

Clr. Edit the number if you need to by using the **CLEAR** button to delete any unwanted digits.

SAVE Press the **SAVE** option button to confirm.

The display will show `Entry Saved`.

Clr. Press the **CLEAR** button until you return to the standby screen.

To delete a number from the Calls list

Press the **CALLS LIST** option button.

The most recently received number will be shown.

Use the **UP** or **DOWN** button to scroll through the list to the number you want to delete.

DEL Press the **DEL** options button.

The display will show `Delete Entry?`

DEL Press the **DEL** option button again to confirm. (If you decide not to delete, press the **Save** options button).

The display will show `Entry Deleted` and then return to the next entry in the Calls list.

Clr. Press the **CLEAR** button until you return to the standby screen.

To delete the whole calls list

Press the **CALLS LIST** option button.

The most recently received number will be shown.

DEL Press *and hold* the **DEL** options button for 2 seconds.

The display will show `Delete Whole Calls List?`

DEL Press the **DEL** button again to confirm. (If you decide not to delete the list, press the **SAVE** options button).

The display will show `Calls List Deleted` and then will return to the standby screen.

Call Waiting

IMPORTANT

To use Call Waiting you must first subscribe to the service from your Network Provider. A quarterly fee is payable. For more information on BT's Select Services call BT free on **0800 800 150**.

If an incoming call arrives while you are already engaged on a telephone call, you will hear a soft beep every 5 seconds (this beep is not audible to the person you are speaking to).

If you have also subscribed to a Caller Display Service, the caller's number or name if stored in the directory will be shown on the display for 20 seconds, after this time the display will return to your first caller's details.

Instead of the engaged tone, the second caller will hear an announcement to hold as you are aware that there is a second call.

To use Call Waiting

You can answer the second call, without disconnecting your first caller, by pressing the **CALL WAITING** button. The first caller will be put on hold.

When you have spoken to the second caller you can return to the first caller by pressing the **CALL WAITING** button again. You can switch back and forth between the two calls without disconnecting either if you wish.

If you disconnect the first call, press the **TALK** button after speaking to the first caller.

The handset will then ring. Press the **TALK** button *again* and continue with the second caller.

The second caller will only be charged for their call from the moment you answer and not while they are waiting for your initial contact.

1571 Voice mail indication

This feature will only work if you have subscribed to BT Answer 1571 or Call Minder and switched the 1571 feature ON.

BT Answer 1571 and Call Minder are automated answering services located at your local telephone exchange which will take messages when you are out, engaged on another call or on the internet.

To enable your Quartet 3100 to let you know you have messages you must first subscribe to a BT messaging service.

BT Answer 1571 is a basic answering service and is completely free of charge to BT customers. To activate the service, dial **Free***fone 0800* **003 800**.

For information on Call Minder, call BT on **Free***fone 0800* **800 150**. This is a chargeable service.

To switch 1571 voice mail indication ON/OFF

The 1571 feature is defaulted as OFF so you will need to switch the feature ON if you want your handset to indicate when you have new voice mail messages.

Press the **UP** or **DOWN** button until the display shows Base Settings.

OK

Press the **OK** option button.

Press the **UP** or **DOWN** button until the display shows Check 1571 (BT Answer).

OK

Press the **OK** option button.

The display will show 1571.

The current setting OFF or ON will be highlighted.

OFF
ON

Press either the **OFF** option button or the **ON** option button to switch 1571 OFF or ON.

You will hear a confirmation tone.

When switched ON the 1571 icon will remain steady on the standby display to indicate that the handset is ready to 'check' for voice mail messages.

The 1571 icon will flash to indicate when you have new voice mail messages and will keep flashing until you have listened to all of your messages.

Clr.

Press the **CLEAR** button until you return to the standby screen.

To access your voice mail

Press the **TALK** button.

1571

Press the **1571** option button if it is displayed (as this indicates you have a new voice mail message).

Or

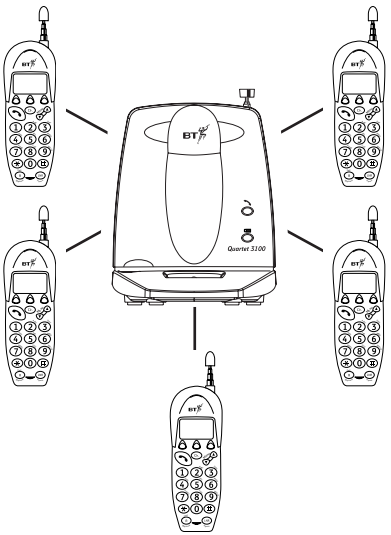
Dial **1571** to access your network answering service and follow the announcements to play, save and delete your messages using the keypad.

Note

The 1571 voice message indication icon is activated by an interrupted dial tone, which you can hear when you pick up your phone. BT Select Services, such as Call Diversion and Call Barring also use interrupted dial tone so therefore they will cause the 1571 *icon to flash on the handset even if no messages have been left.*

Using Quartet 3000 additional handsets

You can buy and use up to four more Quartet 3000 additional handsets with your Quartet 3100 to extend your phone system without needing to install extension sockets for each new phone.



Each additional handset is supplied with its own charger and user guide, but the following information will tell you how to register and use an additional handset with your Quartet 3100.

Note

You must charge your additional handset for 24 hours before registering it.

Registering your handset

You must register your Quartet 3000 additional handset before it can be used with your Quartet 3100 base unit.

To register a Quartet 3000 additional handset

Please ensure you only have the handset you wish to register ready when following the instructions below.

Once charged, your additional handset will show the following screen:

OK Press the **OK** options button.

The display will show `Press Page On Base Until Base Beeps`.

Page Press *and hold* the base unit **PAGE** button. When you hear a beep *release* the **PAGE** button.

The display will show `Handset Registered`.

Your handset is automatically assigned the next available handset number. For example your Quartet 3100 handset is already registered as Handset 1 so if this is your first additional handset it will become Handset 2, if it is your second it will show Handset 3 and so on.

The handset will then show the standby screen:

To de-register a handset

Press the **UP** or **DOWN** button until the display shows `De-Register`.

OK Press the **OK** option button.

The display will show `De-Register This Handset?`

OK Press the **OK** option button.

The display will show `Handset De-Registered` and then, after a few seconds `Register Handset?`

Transferring calls

You can transfer calls between handsets that are registered to the base unit.

During your call:

TRAN

Press the **TRAN** options button. Your external caller will be put on hold and will hear music.

The display will show `Transfer To Handset` with the cursor flashing for you to enter a handset number.

Enter the handset number that you want to transfer the call to.

The called handset will ring and the display will show `Transferring Call`.

(If you decide to cancel the call transfer, press the **CLEAR** button).

The ringing handset user should press the **TALK** button to speak to the caller.

If the call is not answered within 20 seconds the original handset will ring.

If after a further 30 seconds the call is not taken then the caller will be disconnected.

General information

Guarantee

Your Quartet 3100 is guaranteed for a period of 12 months from the date of purchase. Subject to the terms listed below the guarantee will provide for the repair of, or at BT's or its agent's discretion, the option to replace the Quartet 3100 or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is provided.
- The equipment is returned to BT or its agent as instructed.
- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee does not affect your statutory rights.

Within the 12 month guarantee period:

Prior to returning your product, please read the Help section beginning on page 42 or contact the Helpline on **0870 6058047** for assistance. In the unlikely event of a defect occurring, please follow the Helpline's instructions for replacement or repair.

Outside of the 12 month guarantee period:

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network. We recommend that you contact BT's approved repair agent TecLogic on **01672 564444** or a local qualified repairer.

If you have to return your product

Prior to returning your product, please read the Help section on page 42, or contact the Helpline on **0870 6058047** for assistance. If you still feel you have to return your product, pack the base station and handset securely, preferably in the original packaging. All parts must be returned, including line cords, power supplies and original batteries. (Please note that we can not take responsibility for goods damaged in transit).

Technical information

How many telephones can you have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any one telephone line. Your Quartet 3100 has a REN of 1. A total REN of 4 is allowed. If the total REN of 4 is exceeded, the telephones may not ring. With different telephone types there is no guarantee of ringing, even when the REN is less than 4.

Please note that any additional handsets and chargers that you register have a REN of 0.

Only use approved power supply, item code: 872264.

Only use approved batteries, item code 006988.

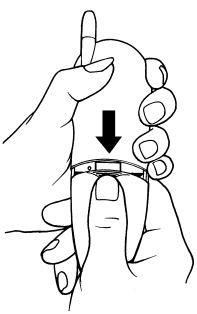
These products are available from the Quartet 3100 Helpline **0870 6058047**.

Batteries

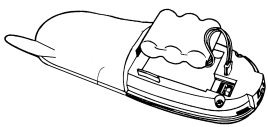
Although the battery pack is rechargeable it will eventually need to be replaced, see below for details on how to replace the battery pack.

To replace the battery pack

Remove the battery cover by pressing down on top of the lid and slide the cover off.



Unplug the white connector and remove the old battery pack.



Plug the new battery pack connector in and lower the battery pack into recess then replace lid.

Note

When fully charged and in good condition, the handset will provide up to 7 hours talktime or 72 hours standby.

If you are making a call and the handset battery is running low you will hear a warning tone every 10-15 seconds.

Place the handset on the base unit to recharge.

However, the charge capacity of rechargeable batteries will reduce with time as they wear out, so reducing the talk/standby time of the handset.

Note (cont)

Eventually they will need to be replaced. New batteries can be obtained from the Helpline on **0870 6058047**.

To get the longest possible life from your battery, take the handset off the base unit for a few hours each day.

Call security

Your Quartet 3100 has its own digital security code that prevents other cordless phone owners from using your phone line. This ensures that you are charged only for calls using your phone. However, all approved cordless phones use radio signals to communicate between the base unit and cordless handset units. It is therefore possible that your conversations could be overheard by other people, on their cordless phones, or on ordinary radios that use the same radio frequencies.

As this problem applies equally to all similar cordless phones currently available in the UK, call privacy cannot be guaranteed. However, the security coding prevents unauthorised use of your line.

Switchboard compatibility

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards, which support tone and pulse dialling and timed break recall. If in doubt please consult your service provider.

Switchboard use

To set the dialling mode

Press the **UP** or **DOWN** button until the display shows `Base Settings`.

OK Press the **OK** option button.

Press the **UP** or **DOWN** button until the display shows `Dial Mode`.

OK Press the **OK** option button.

The current dial mode setting will be shown on the display.

Press the **UP** or **DOWN** button to select either `Tone` or `Pulse`.

OK Press the **OK** option button to confirm.

You will hear a confirmation beep.

To insert a pause in a stored number

With some switchboards, after dialling the access code you may have to wait for a moment while the switchboard picks up an outside line.

If so, press the **LNR** button to insert a pause (P) before entering the telephone number.

To use the recall button

You may need to use the recall function if you are connected to a switchboard/PBX (Private Branch Exchange), contact your PBX supplier for further information. The recall function is set to timed break recall and is also used for BT Select Services.

Help and advice

If you have any problems using your Quartet 3100, this section will give you the most common, easy to follow solutions.

Telephone problems	*Possible cause*	*Solution*
• **No dialling tone.**	Telephone not connected to telephone line.	Plug the telephone into the telephone line.
• **Telephone will not dial out or cannot receive calls.**	Mains disconnected.	Ensure the power supply is correctly connected and switched on.
	Power cut.	Wait until the power is restored. Replace handset on base unit for 10 seconds and try again. If this does not work, disconnect the handset battery from the handset for 10 minutes. Also disconnect the mains power. Then reconnect the base unit to the mains, then replace the handset on the base unit for 10 seconds and try again.
	Handset battery pack is discharged.	Place the handset on the base unit and recharge it for 24 hours ensuring the **CHARGING** light is on.
• **Handset does not ring.**	Handset not registered.	Register the handset, *see page 35*.
	Handset ringer set to off.	Set ringer volume, *see page 26*.
• **You have dialling tone but the telephone will not dial out.**	You may be trying to use tone dialling on a pulse dialling exchange.	*See page 41* to change to pulse dialling.
	You are connected to a PBX and are not dialling the access code.	Use the PBX access code. *See page 41* for more information on switchboard use.

Telephone problems	*Possible cause*	*Solution*
• **Base unit does not ring but lights show on base unit.**	Telephone is not connected to the telephone line.	Plug the telephone into the telephone socket.
	The base ringer is set to off.	Set the base ringer setting to a higher volume, *see page 23*.
	Line fault or faulty socket.	Try the telephone on another socket or another line. If the telephone works, contact BT on 151, or your telephone network operator for repairs to the line or socket.
• **Callers are faint.** • **Interference.** • **Buzzing.**	Handset and/or base telescopic aerial not fully extended	Extend the aerials to obtain the best signal available.
	You are moving out of range.	Move closer to the base unit.
• **Tinniness.**	The base unit or the handset are too close to electrical equipment or metal obstructions.	Relocate the base unit or move around with the handset until reception improves.
• **No Directory name and number stored.**	You may have entered a name and not a number.	You need to save both a name and number when storing an entry in the directory, *see page 16*.
• **No CHARGING light on the base unit.**	Dirty contacts on base unit or handset.	Clean the contacts with a dry cloth. Heavy soiling can be removed with a pencil eraser.
	Base unit not connected to the power supply.	Plug the power supply into the wall socket and switch on, and ensure the other end is connected into the base unit.
• **Other telephone products connected to your phoneline intermittently emit short bursts of ringing.**	Some older products have a sensitive tone caller/bell which causes them to ring when your BT Answer/1571 product is checking to see if you have any messages.	Disconnect old products.

HELPLINE

If you are still experiencing difficulties please call the Helpline on **0870 6058047**.

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R&TTE

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive 1999/5/EC.

Declaration of Conformance

Hereby, Suncorp Technologies, declares that this Quartet 3100 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

The Declaration of Conformance for the Quartet 3100 is published on the website http://www.suncorptech.com/bt

Offices worldwide

The telecommunications services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

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